

# FRAUD ALERT



US DEPARTMENT OF VETERANS AFFAIRS  
OFFICE OF INSPECTOR GENERAL



FEDERAL BUREAU  
OF INVESTIGATION

## Medical Identity Theft

The VA Office of Inspector General (OIG) and FBI seek your help to stop medical identity theft scams.

Medical identity theft occurs when someone steals or uses your personal information to receive medical care or submits fraudulent claims for payment to health insurers without your authorization. Medical identity theft can be committed by anyone, including family members, caregivers, healthcare providers or pharmacy staff, telemarketers, and fraudsters.



If you or a family member has experienced any of the following, you may be a victim of medical identity theft:

- Received VA benefits or healthcare insurance correspondence you did not request or initiate (such as appointment reminders or benefit determination letters)
- Were sent bills, explanations of benefits, or other paperwork for services not received
- Solicited for or received prescription drugs, durable medical equipment, or medical supplies that you did not order or authorize
- Discovered incorrect information within your medical records
- Denied insurances (life, long-term care, or supplemental) due to inaccurate medical history
- Contacted about or informed of action to collect on unknown outstanding medical expenses in your name
- Noticed missing mail or unauthorized access to your financial records

### How to Protect Yourself

- Secure all your personal and health insurance information. Do not allow others to use your health insurance (an illegal act) and be cautious with whom you share your data.
- Beware of unsolicited “free” healthcare service offers or promised compensation.
- Check your explanations of benefits carefully to ensure the accuracy of dates, locations, providers, and services billed.
- [Notify VA](#) and your insurers if your identity or that of a covered family member is compromised.
- [Alert your local VA](#) if your [VA ID cards](#) are lost or stolen.
- Monitor your credit reports for new inquiries, opened credit lines, or unknown debts.



- [VA OIG fraud toolkit](#)
- [HHS OIG medical identity theft alert](#)
- [FBI healthcare fraud resources](#)
- [FTC medical identity theft alert](#)
- [VA Identity Theft Information](#)

BE A  
**VOICE FOR  
VETERANS**  
REPORT WRONGDOING

**Submit Complaints of Suspected Medical Identity Theft to the VA OIG or FBI**

VA OIG

Online: [va.gov/oig/hotline](https://va.gov/oig/hotline)

Phone: (800) 488-8244 | Fax: (202) 495-5861

Mail: VA Inspector General Hotline (53H)

810 Vermont Avenue, NW

Washington, DC 20420

FBI

Online: [tips.fbi.gov](https://tips.fbi.gov)

Via your local field office:

[fbi.gov/contact-us/field-offices](https://fbi.gov/contact-us/field-offices)